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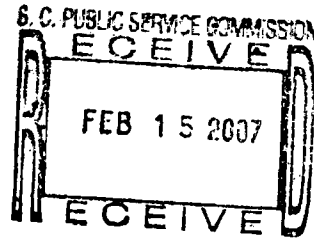


*Where Action Is Told*

*2007-60-C*

*2007-60-C*

February 13, 2007



S.C. Public Service Commission  
**ATTN: Charles Terreni, Chief Clerk/Administrator**  
P.O. Drawer 11649  
Columbia, South Carolina 29211

**COPY**  
Posted: *D. Duke*  
Dept: *SA. MS*  
Date: *2-16-07*  
Time: \_\_\_\_\_

Re: Hearing Request- ITT Delta Com & Bellsouth  
File Nos: 06-C-3707 & 07-C-246

Dear Chief Terreni:

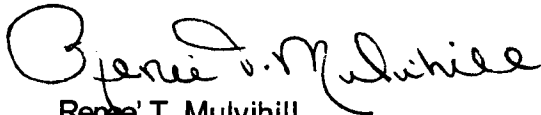
On December 15, 2006, ITT Delta Com attempted to port my business lines over from Bellsouth and in the process completely terminated all of my incoming and outgoing lines, including my fax line and 1-800 number. This was despite my numerous unsuccessful attempts to reach their Representative, Charles Fallaw via telephone prior to this event requesting that he call me back to discuss the date my lines would be transferred and to find out if he still intended to be present during the changeover of my lines as he had agreed when he sold me the service. Additionally, there were several representatives from ITT Delta Com arriving at my office to perform various changes to my telephone lines including my internet service. I refused all attempts by these individuals to make any changes to my office lines by explaining that I had made numerous calls, leaving several messages with Charles Fallaw at ITT Delta Com to call me back prior to making any changes to my lines and I did not want to do anything to my office phones until I had an opportunity to speak with him first. Unfortunately, I later realized after my lines were terminated that ITT Delta Com could obviously make changes to my telephone lines without physically being present. This was something that was not fully explained to me by their sales representative, Charles Fallaw. Over the course of the next thirty- (30) days, my business was "crippled" leaving us with intermediate local line service only, including no fax line, no voice mail, no long distance service or the use of our 1-800 number. In addition to the loss of these services, we lost the following functions: caller ID, rollover capability and distinctive ringing on all of our lines.

I am attaching a detailed outline of what transpired over the next thirty days. As you will see from the events that occurred, there were numerous hours spent talking with both ITT Delta Com and Bellsouth representatives to resolve these problems. Despite our numerous discussions with both companies, neither company was able to successfully restore our service; both insisting the other company would not release our lines. This battle continued between both companies back and forth for several weeks leaving us with intermediate local line capability only.

Due to this crisis situation for my company and ensuing problems, I feel ITT Delta Com should absolve my company of any charges specified in a recent bill from them (copy attached) regarding charges for services we did not receive. Furthermore, I feel my company has suffered a loss through our inability to properly service our clients as a result of having limited use of our phone lines.

In view of the serious nature of these problems, which left my company literally crippled, I am requesting a Hearing to review the actions of both companies involved to determine what remedies are available.

Respectfully submitted,

A handwritten signature in cursive script, reading "Renee T. Mulvihill". The signature is written in dark ink and is positioned above the printed name.

Renee T. Mulvihill  
Acktel Recoveries, L.L.C.

Enclosures

December 27, 2007

## Summary

### **RE: ITT Delta Com**

**12/15/06---** Discovered phone service at our office was disconnected on Friday, December 15, 2006 at 3:10 p.m. by ITT Delta Com when Renee' attempted to reach the office several times via her cell phone and realized no one was answering our phones. The office had a client Christmas Party scheduled on this day (Dec 15<sup>th</sup>) for 3 pm and unfortunately, as a result of this dilemma, Renee' stayed in her office on the telephone with ITT Delta Com Reps and Technical support from their Alabama office from 3:15 pm until 7:20 pm that evening while two of the other employees spoke with Bellsouth Reps in an effort to resolve the phone problems. Renee' spoke with a Tech Support person who indicated he was in Alabama and another supposedly a Headman for ITT Delta Com named "Cam Beckum"-no number furnished. Prior to getting in touch with Cam Beckum and his Tech Support person, Renee' left numerous (3 messages) from her cell phone with Charles Fallaw, ITT Delta Sales Rep who sold us the service and a Phillip Stallings, Major Account Rep requesting they call Renee' back ASAP about our phone service being disconnected. Renee' never received a phone call back from either of them. It was not until Renee' called the Tech Support Line at ITT Delta Com and was transferred to Cam Beckum that they were able to connect a local line up. Simultaneously, Renee' and another staff member, Wendy called Bellsouth to find out what they could do. Wendy spoke with Paula Pressley and she informed Wendy that there was nothing they could do because ITT Delta Com had already ported the lines. Renee' told the guy Cam at ITT Delta Com that an ITT Delta Technical Support person at their 1-800 # had informed her that since she had signed a contract, she would be required to abide by it. Renee' told him that she felt they had "breached" their end of the contract, therefore the contract was "null and void" and she wanted all our lines restored back with Bellsouth. Cam Beckum stated they (ITT Delta Com) would not hold Acktel to the contract if Renee' wanted to switch back, however, he needed to at least get our lines back up and working, then he asked Renee' "what do you want me to do?". Renee' told him she did want our lines back up and working, but she still insisted we wanted to switch back to Bellsouth after things settled down. He acknowledged that he understood and began giving instructions to the ITT Delta Com Tech in Alabama who was on a 3-way line with Renee'.

**12/15/06--** Renee' stayed on the phone this evening with the ITT Delta Com Rep until 7:20 pm and he was able to get our lines working, however we still lost our fax line which he advised did not get ported from Bellsouth (803) 749-9971 in addition, we lost the following: our voice mail, 1-800#, call rollover, long distance capability and fax line. On the following Monday, December 18<sup>th</sup>, a Carmen Kelly (256) 264-1091 with ITT Delta Com called me and told me she sympathized with

my situation and did not understand why all this happened, but that she would take care of making sure at least by lunchtime on that day that we would have our long distance capability restored and that the rest of the problems should be fixed by the next day. Later that day, we did get our long distance calling back, however as of today December 27<sup>th</sup>, we still do not have our fax line, rollover, voice mail or 1-800# restored.

**12/20/06** Renee' spoke with Paula again at Bellsouth and she advised her that unfortunately they would not be able to restore our fax line back for 15 days, however she could issue us with a "temporary fax" number until then. Renee' was in a rush to go to a meeting and asked her if we could get back in touch with her for this number and she acknowledged this was fine. She never gave me her telephone number advising that it would be easiest getting in touch with her through her e-mail at [paula.pressley@bellsouth.com](mailto:paula.pressley@bellsouth.com). Since last Wednesday, we have tried e-mailing Paula twice to get her to call us back or e-mail us with the temporary fax number, all to no avail.

Renee' called the Public Service Commission for assistance and spoke with Laurie Swygert (803) 737-5267. Renee' told her the whole story. Laurie got all the phone numbers for the people we had been dealing with at ITT Delta Com as well as the Bellsouth Rep's e-mail address and told Renee' she would work on this today. Renee' gave her our office number (803) 749-9566 and cell phone number (803) 237-7165 to call back.

**12/29/06-** Renee' sent e-mails sent to Paula Pressley, Bellsouth informing we had an "Emergency" that all of our phone lines were not working.

**12/29/06-** Renee' called from California and spoke with Laurie Swygert at the Public Service Commission explaining that our phone lines were still not working properly and that we had been informed by Bellsouth that ITT Delta Com had not released the lines so they were unable to hook up our service. Laurie told me she would look into this and call me back.

**1/3/07-** Renee' filed an online Complaint with FCC today. Renee' also called directly to FCC at 1-888-225-5322 and spoke with William, Representative Badge # CTRIO. Renee' informed him of our continuing telephone problems and he advised that she was on the right track for handling. Renee' called Attorney Joe Issacs office today and spoke with his law partner at length about this situation. He informed Renee' that the costs to file a lawsuit against ITT Delta Com would outweigh the costs to resolve the situation outside of the legal system. Renee' called Bellsouth today and spoke with Christy. She informed Renee' that according to her records, ITT Delta Com had still not released our records and this would take 15 business days. Renee' asked Christy what could be done to expedite this process. Christy told Renee' she would research and get back with her. Renee' called Laurie Swyert back with Public Service Commission today and advised of our continuing phone problems. Laurie suggested we call Susan Gutierrez, Customer Service Advocate with ITT Delta Com (256) 264-2799 to confirm if ITT Delta Com had in fact released all of our records. Laurie stated she would also give ITT Delta Com a call in the morning

to find out the status. Renee' and Laurie with Public Service Commission discussed Renee' filing for a Hearing with the Public Service Commission after everything returned to normal. Laurie explained that the Public Service Commission also acted as a judicial system for these types of problems.

**1/3/07**-- Same day, Koni Lamb with Bellsouth (225) 295-2800 (koni.lamb@bellsouth.com) called and again explained that according to Bellsouth's records, ITT Delta Com had not released our records. Renee' explained that Laurie with Public Service Commission as well as one of my employees had spoken with ITT Delta Com and they adamantly informed that they no longer have our lines that those were now with Bellsouth. Koni ask for Renee's numbers where she could be reached and told her she would check into this again and get back with her asap.

**1/3/07** Andrea with Bellsouth called today (1-800-661-3716 x60615) and explained that she had confirmed that the lines had not been released by ITT Delta Com. Renee' told her that Laurie with the Public Service Commission was calling ITT Delta Com back in the morning to find out what was going on and she was going to let me know. Koni told Renee' she would also check into this further and ask for Renee's cell phone number to call back tomorrow.

**1/04/07** -- Called and e-mailed Koni Lamb at Bellsouth today. E-mail was returned "undeliverable" and discovered from Meshawn Blame (Receptionist) that Koni's e-mail box was full and that is why my e-mails were returning. She will "hand deliver" my message to Koni today. I have requested Koni to let me know the status of my phone lines.

**1/05/07** Wendy called and talked with Carmen Kelly -- ITT Delta Com (256) 264-1091 @ 9:30 am today. Wendy requested a temporary fax line from ITT. Carmen stated that she has to order fax line from BellSouth anyway, since we are on our way back to BellSouth, she would call over there personally to find out when the line transfer was scheduled, if not scheduled, she would put in a request for a temporary fax line for us. She said she would call me back with the results of this conversation and a contact name & number for a BellSouth rep. I never received a return call back from Carmen today. Wendy

**1/05/07** Called Chuck Fallaw at 665-2903 today and requested he find out how ITT Delta Com can get our lines restored for the time being as I have been informed that they still possess our lines. I told him we had spoken with Carmen Kelly with his office this a.m. and she was apparently working on this, however, we have not heard back from her and it is now 2 pm. He told me he would need to speak with Cam Beckham first to find out who he should contact to fix our lines. I never received a return phone call back from Chuck today.

**1/08/07** Calling Koni at Bellsouth re: status of the changeover for our lines (225) 295-2800. Andrea picked up on the line. She once again notifies me that it will take 15 days before the order can be processed. I emphatically asked her when does the 15 days begin for Bellsouth since I have noted that I spoke with

Paula Pressley at Bellsouth on December 20<sup>th</sup> and told her we wanted to move our lines back then. Andrea informs me that she has in her notes that our Order was inputted on December 29<sup>th</sup> based off of a signed Authorization Letter sent to Luke to be signed. I explained to Andrea that I was very upset that if Bellsouth needed a signed Authorization Letter from me that she should have advised me on the 20<sup>th</sup> (Dec). Andrea stated she was unaware of that telephone discussion and could not comment why that happened. Andrea is checking with another Dept. regarding the status of our Order. Giving me name of a Ms. Lujeanne Howell in RPAC Dept. (Bellsouth dept interacts with other services for porting numbers) [Lujeanne.howell@bellsouth.com](mailto:Lujeanne.howell@bellsouth.com) - [andrea.payton@bellsouth.com](mailto:andrea.payton@bellsouth.com).

**1/08/07** Lynn Short with Bellsouth called today (1-800-661-3707 x53219) from customer care-porting department). I explained all over again the whole story of not having our phone service since December 14<sup>th</sup> and how upsetting this has been since apparently neither ITT Delta Com or Bellsouth could get my service back normal again. She apologized and told me she was personally checking into making sure all the numbers were correct, distinctive rings, voice mails, etc. on my lines. I asked her if this meant that Bellsouth had erased all my previous information because I was told by the first Bellsouth Rep, Paula Pressley that Bellsouth had all that information on record and that they could follow-that. Lynn stated that it was like I was starting all over again "from scratch" setting up my phone lines again. I told Lynn that I was planning on filing for a hearing or lawsuit over this matter because this had cost me a financial burden and hardship. She acknowledged that she understood and assured me she would do everything she could to get my service back to normal including contacting their sales department to discuss my payment options again. I told her I had a 25% discount on my previous bill and would like for Bellsouth to continue to honor this. Lynn explained that I would be required to sign another Sales Agreement with Bellsouth and she thought it was for 36 months to get the 25%, but she would check and let me know.

**1-10-07** I called 225-295-2800 and ask for Koni. I told her that Renee had tried to call in on the main number and it immediately goes to a recording. I told her we at least need a voice mail that our customers will know we are having phone problems and it will tell them to call our second line. Koni couldn't help me and she put Andrea on the line. Andrea said they are in the process of switching lines but that I needed to call Delta Com and let them know we do not have our first line working and they need to put in a repair report. I called Carmen Kelly @ 256-264-1091 and I got her voice mail saying that she would not be in the office today. I then called Chuck @ (803)665-2903 with Delta Com and I told him that our main number was not working and he said, "I thought ya'll switched from Delta Com". I told him we have been trying for about three weeks now but we have been told that Delta Com will not release the lines. Chuck then told me if we are having a problem then we need to call Bell South as when they got Renee's letter they released our lines to Bell South. He said that Bell South should be able to get our lines up because they are not doing anything to stop Bell South. They have released the lines according to Chuck. I then called Laurie Swyert @

737-5267 to give her an update as to what is going on now. I got her voice mail so I left her a message to please call Renee.

**1-10-07** At 4:00pm we got a call from Kathy Davis with ATT calling and said that she had received notification that we were having problems with our phones being down. She said that we were first with Bell South, then Delta Com and she wanted to know if we were still with Delta Com and I told her no it was suppose to be moved back to Bell South. She said they were showing it was still with Delta Com and I told her it should be Bell South and she said that that gave her a place to start checking. She wanted Renee to call her back @ 1-888-818-8248.

**1-10-07** At 4:30 we got a call from Laurie Swyert with Public Service Commission called and said that she had talked to Daniel about our fax machine not being able to receive faxes and Daniel told Laurie that he had set the fax up as a D and it should have been a B. Daniel told Laurie this had been fixed and we should be all systems go in the morning. Laurie said if everything was not working right in the morning to give her a call and let her know what we are still having problems with and she will see what she can do to help us.

**1/10/07** Spoke with Daniel Weldon, Alabama Regional Porting Office today. He discussed the porting of our lines. (1-888-995-4357 x11440). He gave me the number to the Public Service Appeal for repair escalation service number if there continued to be any problems with our phone service (1-866-509-7861).

I also spoke with Barbara today with the Repair Escalation Service regarding continued problems with our caller ID on the 749-1779 number and our fax line 749-9971 not working. Additionally, she was working on the distinctive rings for both our fax line and our 1-800#'s.

**1-15-07**- I called for Laurie Swygert @ 737-5267 and I got her voice mail so I left her a message to please call me back. She had told me on Thursday that if everything was not working right by today to call her. The only thing not working is the caller ID for the 2<sup>nd</sup> line.

**1-16-07** I called and spoke with Laurie Swygert @ 737-5267 and let her know that the caller ID on the second line is not working. I told her that everything else is working ok. She stated that she would call Bell South and let them know.

**1-17-07** I called Andrea @ Bellsouth 1-800-661-3716 X60615 to let her know that the caller ID on the second line is still not working. She was not available so I left her a voice mail message to please call me back.

**1-18-07** Bellsouth finally got our caller ID working on our 749-1779 line.

**1-19-07** Called and notified Laurie Swygert at Public Service Commission that I had received two bills from ITT Delta Com (\$312.48 & 179.24) and I did not feel I should be responsible for these bills. Laurie told me to e-mail the bills over to her and she would see if she could have them absolved in light of the problems and the fact that they had not provided the service. I scanned and e-mailed both bills to Laurie today.

**1/24/07** Received a fax on 1/18/07 from Larry Washington, Bellsouth (404) 745-6254 x56254 advising me to sign an Authorization Form to turn my 1-800# over to Bellsouth. I called and spoke with Larry today and advised him that we had our 1-800# set-up through our long distance carrier, TNCI and that when my lines were shut down before as a result of ITT Delta Com and then returned back to Bellsouth, that I explained to Bellsouth that I wanted everything on my phone service back "exactly" the way it was before and that included my 1-800# remaining with my long distance carrier. Larry stated that I could not do this as I was required to have my 1-800# through Bellsouth since I had moved my lines with Bellsouth. I told Larry I have had my 1-800# through TNCI since 1999 and Larry explained that another carrier could not point the 1-800# to Bellsouth number. I told him that I had never heard of this before. I asked Larry how I did this for a number of years without any problem and he stated that maybe Bellsouth did not catch it. Larry stated that if all my numbers were not moved back with Bellsouth that my lines could be cut off in the next couple of weeks. I told Larry if Bellsouth did this to me again, I would change carriers. I called TNCI and spoke with Eric. I explained the situation and Eric stated he did not know how Bellsouth would know that a number was being pointed to one of their numbers. I asked Eric to test the 1-800# to see if it was working properly. Eric called me back on the 1-800# and it seems to be working okay. Eric told me TNCI's records reflect the 1-800# is pointed towards (803) 749-9546 and not the (803) 749-9566. I explained to Eric that this was correct because the "9546" number was a distinctive ringmaster number and it was set up to ring this way with the 1-800#. I will periodically check my 1-800# to see if Bellsouth messes with it and also report this to Laurie at the S.C. Public Service Commission today.

**1/25/07** Received an phone call and e-mail from Laurie Swygert at Public Service Commission today advising that Susan Guterrez from ITT Delta Com had communicated with her about the bill via e-mail and she would forward it to me and for me to call her back and let her know what I thought.

**1/30/07** Received two phone calls from Susan Gutierrez, ITT Delta Com today (1-800-239-3000 x2799) regarding the complaint from the Public Service Commission. Susan stated that according to her records, she had spoken with Laurie Swygert at Public Service Commission and Laurie had advised her that the complaint was closed that day and that we were in agreement that all issues had been resolved. Susan stated that she then received a second Complaint from Laurie regarding their bill indicating that we were not responsible for the charges since we did not have phone service during this time. Susan advised that there was a \$300 plus bill for disconnect fee with ITT Delta Com and that she could waive some of the charges, but she could not waive them all, but that



she would speak with her Manager and explain the situation (inferring that once the Manager agreed to waiving the charges that it could be done). Susan then mentioned the Agreement I had signed with ITT Delta Com stating that I may be responsible for the payment to them based on the signed contract. I explained to Susan that I had spoken with Cam Beckum with ITT Delta Com on the very day that ITT Delta Com terminated all my business lines and he had advised me that I did not have to stay with ITT Delta Com if I did not want to, that if I wanted to return to my previous carrier that was fine, however he was in the process of trying to restore some of my telephone service until this issue was finally determined. Mr. Beckum was on a 3-way phone conversation with me and one of his IT guys in Alabama in effort to resolve the phone problems and the tech guy stated that ITT Delta Com was unable to port my fax line over. Cam Beckum stated that he did not know why all these problems were occurring and the process to transfer to them had never been this way. Susan agreed that it was a bad experience as it had never happened before, but she did acknowledge that she saw in her records where the technical support person advised that they were unable to port my fax line over.

**02/06/07** Susan Gutierrez, ITT Delta Com called me today and asked me to fax her (fax #: (256) 264-9934 a written statement advising that I wanted to disconnect all services with ITT Delta Com and to also indicate that I was refusing to pay the bill. Susan advised that she needed this prior to discussing with her Manager. Once again I went through the events and turmoil I suffered from losing my phone service and not being properly notified by ITT Delta Com as the Representative had assured me he would do prior to making any transfers on my phone lines. I told Susan that I did not feel responsible for the bill as my service was not fully restored and the problems I encountered far exceeded a loss to my company than her bill. Susan responded sympathetically that she did not know why all that happened and she would speak with her Manager about the bill, but she could not promise anything on the charges. Susan asked me to fax the Statement to her to (256) 264-9934.

I will call Laurie Swygert at the S.C. Public Service Commission tomorrow to discuss this prior to responding to ITT Delta Com and providing them with any sort of documentation in light of the fact that I am going to be filing for a Hearing on this whole matter.

**02/07/07** I left a message on Laurie Swygert's voice mail today to call me back about Susan's request.

**02/07/07** I received another call from Susan Gutierrez today stating that she had received another Complaint from Laurie Swygert at S.C. Public Service Commission today.

**02/08/07** I called and spoke with Laurie today and explained to her about Susan advising that she had received another complaint from the S.C. Public Service Commission regarding their bill. Laurie told me that she was not notifying Susan of new additional Complaints that she was simply requesting that Susan respond

to her earlier request regarding their bill to absolve my company of the charges for services they had not provided. Laurie stated although she had received an e-mail from Susan advising that she would call me, this did not answer her question and this is why she was continuing to communicate with Susan. Laurie and I discussed the written Statement Susan had requested I write and fax to her and Laurie advised not to send the Statement until she could get a response from them.

**02/08/07** I am drafting a written request for a Hearing today and forwarding my request along with this outline to Laura Swygert at the S.C. Public Service Commission.

**02/13/08** Laurie advised that I would need to send the request to Chief Charles Terreni, Chief Clerk/Administrator and she furnished me with his address. I am mailing my written request along with supporting documentation to Chief Terreni today.



Invoice Date 1/08/07  
Current charges due by 2/04/07  
Amount Paid \_\_\_\_\_  
Date Paid \_\_\_\_\_  
Check # \_\_\_\_\_

ACKTEL RECOVERIES  
7437 COLLEGE ST SUITE 103  
IRMO SC 29063

Customer Service  
1.800.239.3000, option 3

Pay Online via My Bill Online  
[www.deltacom.com](http://www.deltacom.com)

Pay via Phone  
1.877.729.4823

Need help with your bill?  
Go to [www.deltacom.com](http://www.deltacom.com)

**Message to our customers**  
Thank you for choosing  
Deltacom as your  
communications provider. We  
welcome the opportunity to  
service your business and want  
to thank you for your  
patronage.

If you have any questions,  
please call our Customer  
Care Center at 1.800.239.3000,  
Option 3, or visit us anytime  
online at [www.deltacom.com](http://www.deltacom.com).

A late fee will apply to any  
unpaid balance.

ACCOUNT SUMMARY	
PREVIOUS BALANCE.....	\$179.24
PAYMENTS/ADJUSTMENTS.....	\$0.00
BALANCE FORWARD.....	\$179.24
CURRENT CHARGES	
LOCAL EXCHANGE SERVICE.....	\$107.91
TELEPHONE SYSTEMS/CPE.....	\$9.95
LONG DISTANCE.....	\$12.70
LATE CHARGES.....	\$2.68
TOTAL CURRENT CHARGES.....	\$133.24
TOTAL AMOUNT DUE.....	\$312.48

**deltacom**  
[www.deltacom.com](http://www.deltacom.com)

DETACH AND HOLD THIS SLIP TO RECORD TRANSACTION

Due By	Total Amount Due	Amount Enclosed
2/04/07	\$312.48	\$ _____

☐ Please change my address as noted on the reverse of this form.

Acct. No.: \_\_\_\_\_

1232049-5 P070071001 4654  
ACKTEL RECOVERIES  
7437 COLLEGE ST SUITE 103  
IRMO SC 29063

Deltacom  
PO BOX 740597  
ATLANTA GA 30374-0597

12320495200701082007020400003124880729

**Remittance Address**

PO Box 740597  
Atlanta, GA 30374-0597  
800-239-5283  
Fax 888-337-1680

January 11, 2007

**Express Mail Address**

deltacom<sup>TM</sup> Box 740597  
C/O REMITCO  
One Remitco Way  
Columbus, GA 31907

Attn: Renee Mulvihill  
Acktel Recoveries  
7437 College St Ste 103  
Irmo SC 29063-2904

Re: Account Number: [REDACTED]  
Amount Due: \$179.24

Dear Renee Mulvihill:

We would like to take this opportunity to thank you for allowing ITC^DeltaCom Communications, Inc., to be your communications provider.

We take as much pride in the quality of our customer care as in the quality of our telecommunication services. For this reason, we are sending you this friendly reminder. To date, we have not received payment toward the present balance on your account.

Realizing that most often a missed payment is an oversight, we know that our customers appreciate it when we bring this to their attention. Please mail your payment today for the amount due so that we may continue to provide you with uninterrupted service.

Be assured that you are a valued customer of ITC^DeltaCom. If payment has already been made, please disregard this letter.

ITC^Deltacom  
Collection Department / AM  
1-800-239-5283

**Remittance Address**

PO Box 740597  
Atlanta, GA 30374-0597  
800-239-5283  
Fax 888-337-1680

January 22, 2007

**Express Mail Address**

deltacom<sup>TM</sup> Box 740597  
C/O REMITCO  
One Remitco Way  
Columbus, GA 31907

Attn: Renee Mulvihill  
Acktel Recoveries  
7437 College St Ste 103  
Irmo SC 29063-2904

Re: Account Number: [REDACTED]  
Amount Due: \$179.24

Dear Renee Mulvihill:

Your account for telecommunication services, in the amount indicated above, is seriously past due.

While we recognize that sometimes events beyond a customer's control prevent prompt payment, we now believe that it is necessary to take further action to collect this account. If we do not receive payment within ten (10) days of the date of this letter, your account will be blocked and we will be forced to proceed with further collection activities, wherein your account may be charged up to 30% in collection fees. Also, your account will be charged a \$15.00 fee to resume your long distance service.

If you have any questions regarding the balance on your account, please call 1-800-239-5283.

Thank you for your immediate attention to this matter.

ITC^Deltacom  
Collection Department / AM  
1-800-239-5283